



The Consular Agency in Playa del Carmen **is closed** for repairs until further notice. For passport, Consular Reports of Birth Abroad, notarial services and other requests, please contact our Consular Agency in Cancun. In the case of a life or death emergency involving a U.S. citizen occurring after close of business, please call the Merida switchboard number -- 011-52-999-942-5700 (dialing direct from the United States) – to be connected to the duty officer.

### **Consular Agency Cancun**

(Blvd. Kukulcan Km 13,  
Torre La Europea, Despacho 301 ZH  
Cancun, Quintana Roo, Mexico 77500)

The U.S. Consular Agency in Cancun is open for business Monday through Friday from 8:00 am to 1:00 pm. An appointment is required for all services such as U.S. passport applications, Consular Report of Birth Abroad, notarials, and other requests for in-person meetings. Please make an appointment by calling the office phone during normal office hours. Emergency cases are accepted as walk-ins.

011-52-998-883-0272 (direct dial from the U.S.)

202-640-2511 (Vonage dialing from the U.S.)

01-998-883-0272 (dialing from outside Cancun but within Mexico)

883-0272 (dialing from within Cancun)

011-52-998-883-1373 (fax dialing from the U.S.)

E-mail: [ConAgencyCancun@state.gov](mailto:ConAgencyCancun@state.gov)